



HONOLULU EMERGENCY SERVICES DEPARTMENT

Elizabeth A. Char, M.D., Director
Danilo Agsalog, Sr. Advisor to Director

POWERS, DUTIES, AND FUNCTIONS

The Honolulu Emergency Services Department (HESD) consists of Departmental Administration, Emergency Medical Services Division (EMS) and Ocean Safety and Lifeguard Services Division (OS). The Department is responsible for providing 1) an efficient, effective and economical operation of the pre-hospital emergency medical care and emergency ambulance service on the Island of Oahu; 2) a comprehensive aquatic safety program for the Island of Oahu at 19 City and County beach parks to include lifeguard services, such as patrol and rescue activities and emergency response to medical cases in the beach environment; 3) injury prevention, public education and public health programs and activities; 4) coordination with other agencies at local, state, federal and private organizations.

BUDGET

The budget for the Department for FY 2004-05 was \$24,225,148. The budget supports Administration activities as well as the two major divisions: Emergency Medical Services and Ocean Safety and Lifeguard Services.

DEPARTMENTAL ADMINISTRATION

The staffing consisted of the Director, Private Secretary II, Senior Advisor to the Director, Private Secretary I, Administrative Services Officer II and Personnel Clerk I. The Administrative Services Officer and Personnel Clerk position are Civil Service positions. The others are appointed positions.

Departmental Administration is primarily responsible for the overall operations of the department as well as establishing policy, providing guidance and creating vision for the future development of the department. Staff functions are handled and/or coordinated at this level.

Administration Highlights

1. New Administration

Effective February 14, 2005, the administration appointed Elizabeth A. Char, M.D. as Director and Mr. Danilo Agsalog as Senior Advisor to the Director for the Honolulu Emergency Services Department.

2. Emergency Preparedness

The department continued toward better preparedness for man made as well as natural disasters. Interoperable communications and partnerships with other public safety responders are being enhanced and coordination of the Metropolitan Medical Response system and monitoring for health hazards at public events continues.

EMERGENCY MEDICAL SERVICES (EMS) DIVISION

DUTIES AND FUNCTIONS

The Hawaii Revised Statutes place the statewide responsibility for emergency medical services with the state's Department of Health (SDOH). SDOH contracts annually with the City and County of Honolulu to provide pre-hospital emergency medical care and emergency medical services on Oahu. The Revised Charter of the City and County of Honolulu tasks the Honolulu Emergency Services Department to develop programs and deliver services related to emergency medical care. The Emergency Medical Services Division (EMS) was organized to meet this portion of the Department's responsibility.

EMS Historical Highlights:

1. Junior Paramedics Program

The inaugural EMS Junior Paramedics Program began in June 2005 with a total of 20 teenagers aged 14-17. They completed the 5-week program with certifications in Cardiopulmonary Resuscitation (CPR) and Basic First Aid. The Junior Paramedic graduates continue to volunteer at public service events.

2. New Kapolei Ambulance Facility

Design work was completed on a new ambulance and District Chief's facility in Kapolei and a contract was awarded to T. Iida Contracting Ltd. for \$996,500. Construction began June 2005.

3. New Wahiawa Ambulance Facility

A contract was awarded to Paul Louie and Associates, Inc. to design a new ambulance facility for Wahiawa. Construction of the facility is planned for 2006.

4. Donation for Counter-Terrorism Program

The management and merchants of Pearlridge Center made a \$150,000 donation to enhance the medical preparedness of the EMS Division through the shopping center's "Building a Better Community Together" program in support of Honolulu's First Responder agencies. The EMS Division took possession of the all-hazards trailer and related counter-terrorism equipment in May 2005.



All-hazards trailer and related counter-terrorism equipment, May 2005

5. Legislative Funding for Three New EMS Units

The Department, through the Mayor's 2004 legislative initiatives, wrote and introduced SB2690 at the 2004 Legislature, to provide funding for an additional three new EMS units on Oahu. The initiative was successful, and funds were appropriated to establish new advanced life support ambulance units at Nanakuli and in metropolitan Honolulu, and a new Rapid Response Unit at Ka'a'awa, with funding provided through a \$5 surcharge on automobile registrations that took effect on October 1, 2004. The new services for Nanakuli, Makiki and Ka'a'awa began operations on January 9, 2005.



Left to right: Councilmember Gary Okino, Grey Leyson, Council member Ann Kobayashi and Mayor Hannemann, participate in the blessing of all-hazards equipment

BUDGET

The budget of the EMS Division for FY 2005 was \$17,512,652. Expenditures by the EMS Division are tied to available reimbursement funding from the SDOH under a contractual agreement between the City and the State to provide emergency medical care and ambulance services on Oahu.

ORGANIZATION

The EMS Division is headed by a Chief and two Assistant Chiefs, one for Operations and one for Quality Assurance.

The Division is divided geographically into two operational Districts with two Emergency Medical Services Field Operations Supervisors overseeing each district.

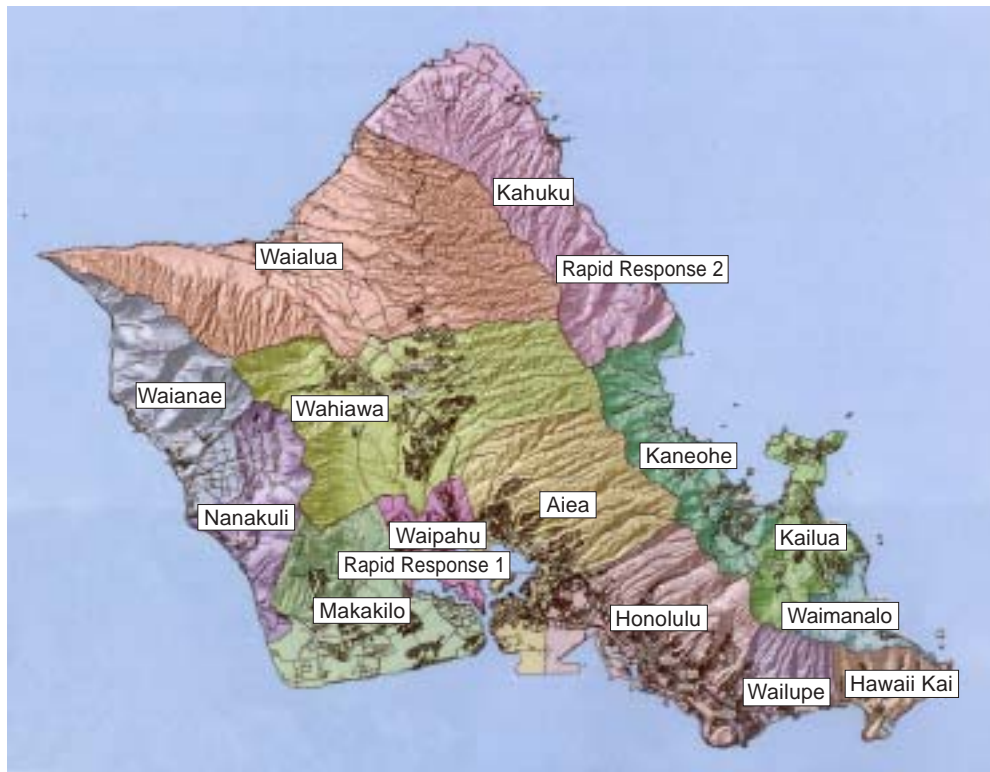
There are a total of 18 ambulance units and two Rapid Response Units on Oahu. Nine EMS ambulance units and a Rapid Response Unit comprise District I (West Oahu), and nine EMS ambulance units and a Rapid Response Unit comprise District II (East Oahu). Each of the EMS units is designated as Advanced Life Support (ALS) units. Each ambulance is staffed with two crewmembers and the Rapid Response Units are staffed with one. The ALS ambulances and the Rapid Response Units are staffed with at least one Mobile Emergency Care Specialist (paramedic), trained and authorized to perform invasive techniques under medical supervision and standing orders.

In addition to the field ambulance units, the EMS Division has five support elements: Communications, Safety and Driver Training, Equipment, Supplies, and Vehicle Maintenance.

The EMS Communications Center receives 9-1-1 calls for assistance, dispatches ambulances, provides medical pre-arrival instructions to the caller while the ambulance is en-route, coordinates communications between the ambulances and hospitals, activates co-responses by other public safety First Re-



Kahu Kordell Kekoa, the "official EMS Kahu" blesses the Nanakuli EMS quarters and ambulance



**The ambulance unit at Makakilo operated 16 hours a day between 7 a.m. and 11 p.m. until June 2005. 24-hour coverage will begin FY 06.*

***The Metropolitan Rapid Response Unit ("Response-Two") operated 16 hours a day between 7 a.m. and 11 p.m.; it was relocated to Ka'a'awa on January 9, 2005.*

****Nanakuli and Makiki EMS Ambulances began service on January 9, 2005 and operate 16 hours a day between 7 a.m. and 11 p.m.*

sponder agencies, activates and coordinates all MAST helicopter evacuation missions, and maintains personnel schedules to ensure that the ambulance units are properly staffed. The EMS Communications Center is physically located on the tenth floor of the Honolulu International Airport Tower.

The EMS Vehicle Maintenance Inspector coordinates the maintenance and repair of the EMS Division's ambulance and support vehicle fleet. The Automotive Equipment Services Division of the Department of Facility Maintenance performs major repairs and preventive maintenance at their Halawa Maintenance Facility.

The EMS Division Administration is physically located at Suite H-450, 3375 Koapaka Street, Honolulu, Hawaii 96819. EMS Support Services (Equipment, Supplies and Fleet Maintenance) are located at Suite D-130 at the same address, and the EMS Communications Center is located at the Honolulu International Airport.

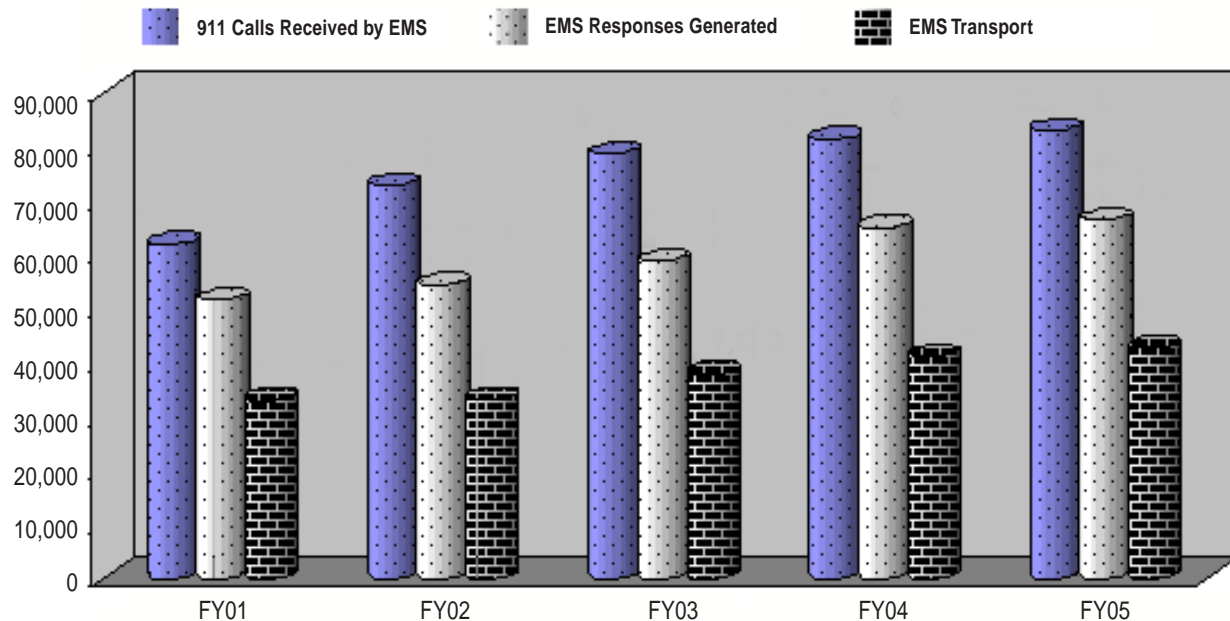
PERSONNEL

The Emergency Medical Services Division was authorized 277.75 positions as of July 1, 2004. The breakdown of the authorized positions is as follows:

<u>POSITION</u>	<u>NO.</u>	<u>POSITION</u>	<u>NO.</u>
Chief of Emergency Medical Services (EM-08)	1	Storekeeper I (SR-11)	1
Asst. Chief of EMS - Operations (EM-05)	1	Administrative Assistant II (SR-22)	1
Asst. Chief of EMS - Quality Assurance (EM-05)	1	Physician - Medical Director (SR-31)	0.75
EMS Field Operations Supervisor (AM-07)	8	Planner V (Injury Prevention Specialist) (SR-24)	1
Facilities and Equipment Manager (AM-07)	1	Secretary III (SR-16)	1
Systems Analyst (CAD)	*	Senior Clerk Typist (SR-10)	1
Mobile Emergency Care Specialist II (AM-06)	18	Senior Clerk (SR-10)	2
Mobile Emergency Care Specialist I (AM-05)	144	Personnel Clerk (SR-13)	1
Emergency Medical Technician III (AM-03)-field	19	Utility Worker (BC-03)	2
Emergency Medical Technician III (AM-03)-dispatch	14	Vehicle Maintenance Inspector (BC-12)	1
Emergency Medical Technician II (AM-02)	50	Contract Positions	6
Safety and Driver Improvement Coordinator (SR-21)	1		277.75
Ambulance Communication Ctr. Supervisor (AM-05)	1		
Ambulance Support Services Technician (AM-04)	1		

** The Department of Information Technology assigns the CAD Systems Analysts to the EMS Division*

HONOLULU EMS CALL VOLUME: A 5 YEAR VIEW



Workload The EMS Communications Center received 82,643 9-1-1 calls for help from the public, resulting in 66,162 ambulance responses.

Back-Up Services The EMS Division contracted with a private Ambulance Company to provide back-up ambulance services to the City. The back-up agreement provides additional emergency coverage when City ambulance resources in a given area are not readily available. American Medical Response, Inc. (AMR) is the back-up contractor for FY 2005. A total of 443 back-up calls were referred to AMR during the year, with 359 patients transported.

Co-Responses The HESD works cooperatively to provide optimal EMS responses to medical emergencies through a first responder co-response agreement with the Honolulu Fire Department and the Ocean Safety and Lifeguard Service Division. In addition, military EMS response agencies and the Honolulu Police Department (AED Program) provide first-tier responses to EMS calls as indicated.

MAST Evacuations The EMS Division utilized the services of the U.S. Army's 68th Medical Company's Air Ambulances assigned to the Military Assistance to Safety and Traffic (MAST) program to perform rotary wing aero medical evacuations of civilian patients in critical condition from rural areas to tertiary medical centers with facilities to handle the specialized needs of these patients. Advanced Life Support paramedics of the EMS Division accompanied all MAST patients evacuated from the field to provide critical care enroute, assisted by the Army flight medic.

The MAST program evacuated 137 patients in FY 2005, compared to 157 patients in FY 2004.

TRAINING

The EMS Division was involved in the following training programs and activities during the year:

MECSTP Training On July 1, 1990, the Mobile Emergency Care Specialist Work-Study Training Program (MECSTP) was initiated. This apprenticeship program was established to develop and maintain an adequate supply of qualified advanced life support staff for the EMS Division's ambulance operations by implementing a three-year work-study program to recruit and assist employees enrolled in the Mobile Intensive Care Technician (MICT) training program at Kapiolani Community College (KCC).

Continuing Medical Education (CME) The EMS Division provides support to ensure a high degree of EMS skill and knowledge is maintained by field paramedics, emergency medical technicians and emergency medical dispatchers. The EMS Division supports paid educational leave annually to ensure employee compliance with re-certification standards



Hazmat Exercise at Waipio Pt. Soccer Stadium

as required by the Hawaii State Board of Medical Examiners, and the National Academy of Emergency Medical

Dispatchers Most medical CME is provided through Kapiolani Community College. In addition, the division provides emergency vehicle operator and defensive driving courses; annual training updates through Base Station Meetings; and various field and tabletop disaster exercises with other public safety agencies throughout the year, including HazMat, Urban Search and Rescue, Incident Command and technical terrorism response training.

Clinical Training Partnership with Kapiolani Community College The EMS Division provides clinical ambulance experience to EMT and MICT trainees of KCC and the University of Hawaii Community Colleges System from throughout the State of Hawaii. During these clinical and internship periods, the trainees gain valuable hands-on experience in the actual pre-hospital emergency medical setting under the supervision and preceptorship of selected EMS Division paramedics.

Clinical Training for Other EMS Providers The EMS Division provides clinical 'ride-along' ambulance experience to the Navy's Emergency Medical Technician Program at the Marine Corps Base Hawaii (Kaneohe), to the U.S Army's MAST Program medics, and various other medical, nursing and EMS agencies, both civilian and military to assist them to meet their educational requirements.

Public Education & Recruitment During FY 2005, personnel of the EMS Division participated in 66 public service events, including school career days, job fairs, EMS week public events and medical stand-bys.

OCEAN SAFETY AND LIFEGUARD SERVICES DIVISION (OS)

The OS Division provides a comprehensive ocean safety program for the island of Oahu. This program includes lifeguards for the 198 miles of coastline around Oahu, mobile patrol units and rescue activities, drowning and injury prevention, education events and seminars, and emergency medical response and treatment in and around the beach environment.

PERSONNEL

The Division has a full time staff of 142.45 including:

- 1 Water Safety Administrator
- 1 Injury Prevention Specialist
- 1 Administrative Assistant
- 1 Secretary II
- 1 Payroll Clerk (0.45 part-time)
- 1 Chief of Operations
- 6 Lifeguard Captains
- 9 Lifeguard Lieutenants
- 11.34 FTE contract hire lifeguards support beach operations

OPERATIONS

Operationally the island is divided into four geographic districts: South Shore (Waikiki and Ala Moana), Windward (Hanauma Bay to Kailua), North Shore, and Leeward (Waianae). One Captain and two Lieutenants are responsible for scheduling, general supervision and daily operations of beach lifeguards in their respective districts. Each district operation utilizes highly specialized rescue equipment including personal watercraft (PWC, Jet-Skis) and all-terrain vehicles to respond to cases requiring lifeguard rescue and/or medical assistance in both guarded and unguarded areas.

The OS Division of the HESD continues to function as an essential component of the City and County of Honolulu public safety team and works closely with the EMS Division, Honolulu Fire Department, Honolulu Police Department, Medical Examiners Office, Coast Guard, and other various entities within the public safety structure in providing essential services to the community.



Re-certification class for lifeguard personnel

TRAINING

All lifeguard personnel were re-certified in cardio-pulmonary resuscitation (CPR) and in the use of the Automatic External Defibrillator (AED). They received the Professional First Responder refresher as well as cervical-spinal extraction procedures, and were tested on their annual USLA performance requirements during the fiscal year. Annual physical performance testing was completed for all personnel to ensure that the level of physical fitness required for the job of an ocean lifeguard was met. In-service training activities for all full-time personnel include advanced rescue techniques utilizing the rescue craft, risk management lectures, sexual harassment



Lifeguards certified as EMT-B

lectures, updates on patient airway management and resuscitation techniques, and personal injury prevention techniques including stretching and exercise regimens.

OCEAN SAFETY HIGHLIGHTS

1. Emergency Medical Technician – Basic (EMT-B)

A total of 57 OS Division personnel have been certified as Nationally Registered Emergency Medical Technicians since 2001. All Paramedic instructors teaching the class through the Kapiolani Community College are paramedics in the EMS Division. All EMT certified personnel are required to ride-a-long with EMS Paramedics each year for a re-evaluation of their skill level. Teaching of Advanced training has strengthened the relationship with EMS personnel leading to a significant improvement in the beach environment.

2. Cross-Training With Other Agencies

All division personnel spent a full day at Bellows Air Force Base cross training with Federal EMS and OS personnel as part of the annual three-day refresher course. The division was involved in three MAST exercises in which personnel were oriented and trained on the proper extraction techniques employed by the military's MAST helicopters, as well as the Honolulu Fire Department helicopter and the Coast Guard Dolphin helicopter. The Division was also part of an island-wide inter-operability radio test that included all public safety agencies in preparation for natural and man made disasters.

3. Drug and Alcohol Testing for All Beach Personnel

The Hawaii Government Employees Association (HGEA) Drug and Alcohol Memorandum of Agreement implemented on July 1, 2004 mandates random drug and alcohol testing for all water safety officers. The enactment of the drug testing policy helps to insure that the public receives the best care possible in life-threatening situations.

4. Rescue Craft Operator Supplemental Agreement

An agreement between the City and County of Honolulu and the HGEA was extended in 2005. Rescue craft operators earn additional compensation due to the specialized training required for rescue craft operations.



Rescue efforts combined with HFD and EMS personnel



Jet Ski Operator



Lifeguard competition

5. Beach Assessment Project

In collaboration with the University of Hawaii Department of Geology and Geophysics School of Ocean and Earth Science and Technology, the Hawaiian Lifeguard Association and the University of Sydney, Australia, the Oahu beach assessment project was completed. The purpose of the project was to accurately identify and assess hazards using a scientific model of data collection and analysis.

6. National Competition

Twelve Ocean Safety personnel represented Hawaii in the USLA National Lifeguard Championships at Virginia Beach, Virginia, and took fourth place in their division.

7. Junior Lifeguard Program

The Junior Lifeguard Program reached over 500 teenagers this past summer, culminating with the State Jr. Lifeguard Championship event on the island of Kauai. Seven-week sessions were conducted at Ala Moana, Pokai Bay, Waimanalo, Ehukai, and Kalama Beach Park. Ocean Safety Division instructors taught all participants' basic ocean safety, first aid, and CPR skills. All participant registration was completed on-line for the first time in 2005 in an effort to better serve the parents and guardians of JG participants.



Junior Lifeguard Program

SUMMARY OF LIFEGUARD LOGSHEET DATA, FROM THE CITY AND COUNTY OF HONOLULU, 2004

BEACH PARK	#LOGS RECEIVED	#LOGS EXPECTED*	PERCENT REPORTED**	ATTENDANCE	FIRST AID MINOR	FIRST AID REPORTS	RESCUES	DROWNINGS	PREV. ACTIONS	SURFING ACCIDENTS	LOST CHILDREN
Ala Moana	1,758	1,830	96.1	1,534,233 ..	3,826	87	57	0	21,058	15	23
Alii/Haleiwa	364	366	99.5	374,700 ..	1,473	21	43	0	10,166	17	0
Bellows	112	118	94.9	124,066 ..	1,610	3	11	0	4,829	0	0
Ehukai	362	366	98.9	434,095 ..	1,087	37	48	0	9,666	44	0
Hanauma	615	628	97.9	1,753,250	18,305	92	351	0	26,955	0	2
Kailua	366	366	100.0	404,524 ..	2,273	16	13	0	6,109	5	1
Keauwaula	364	366	99.5	150,303	960	27	34	1	12,017	13	0
Kewaena	364	366	99.5	202,846	722	22	11	0	8,536	15	4
Kualoa	172	181	95.0	255,282	662	4	4	0	3,643	0	0
Maili	714	732	97.5	484,044 ..	1,740	17	26	0	24,439	2	0
Makaha	692	732	94.5	451,492 ..	2,276	42	37	0	23,229	19	0
Makapuu	364	366	99.5	214,772 ..	3,237	21	177	0	20,094	30	0
Nanakuli	843	913	923	396,374 ..	1,781	34	65	0	17,349	4	0
Pokai Bay	722	732	98.6	436,674 ..	1,486	22	20	0	16,402	4	0
Sandy	718	732	98.1	469,836 ..	5,026	135	257	0	44,643	71	0
Sunset	364	366	99.5	530,866	962	22	39	0	12,702	14	0
Waikiki	2,559	2,562	99.9	8,560,596	29,244	468	174	1	70,861	249	357
Waimanalo	722	732	98.6	300,749 ..	5,093	24	12	0	15,564	10	1
Waimea	365	366	99.7	740,704 ..	1,772	66	70	0	20,930	27	0
All Beaches .	12,540	12,820	97.8 ..	17,819,406	83,535 ...	1,160	1,437	2	369,193	539	388

*The number of expected logsheets was computed differently, depending on the beach. For most beaches, this number was 366 times the number of stations (e.g. Ala Moana=366 days x 5 stations=1,830). For Hanauma, the expected number was 312 for each station (624 total), since this beach is closed each Tuesday.

**The "percent reported" column is the ratio of the number of logsheets received and expected. Use the reciprocal of this percentage to estimate an annual total. Example: the estimated attendance at Waimea=(1/99.7%) x 740,704=742,933.